

Read Me First

hp StorageWorks Business Copy EVA/MA/EMA 2.3

IMPORTANT: Read before installing.

This document identifies critical issues that you should know before you install the BC server and host agents.

Reviewing these issues before installation will help:

- Minimize installation time
- Prevent BC job failures due to configuration issues
- Ensure maximum up-time and operational functionality

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Intended Audience/Getting Started

This Read Me First describes technical issues that you should consider before installing the Business Copy (BC) server and host agents. If you are familiar with BC, then continue reading this document.

If you are not familiar with BC, HP recommends that you read the *HP StorageWorks Business Copy EVA/MA/EMA 2.3 Getting Started Guide*¹ (AA-RVHPA-TE) before continuing. The BC Getting Started Guide contains overviews of:

- Replication licensing
- Server and host agents
- Jobs and job operations
- Replication products and methods
- GUI and command line interfaces
- JREserver utility

Specific Issues

The following are specific issues that you should be aware of before installing the BC server and host agents. Each issue is addressed in detail in the referenced BC document.

BC host agent for Windows

Windows NT is not supported

The BC host agent version 2.3 for Windows does not support Windows NT. If any of your BC jobs will interact with Windows hosts, ensure that the hosts are running a BC supported version of Windows before installing the BC server and host agents.

1. Hereafter referred to as BC Getting Started Guide.

If any of your BC jobs must interact with hosts running Windows NT, HP recommends that you use BC version 2.2.2 (server and host agents).

Reference: For host agent OS support, refer to the *HP StorageWorks Business Copy EVA/MA/EMA 2.3 Network Administration Guide*² (T3032-96301), chapter 3.

Microsoft SQL Server 2000 interaction requires DButil

If any of your jobs will interact with Microsoft SQL Server 2000, you must obtain and install HP StorageWorks DButil on the appropriate hosts.

Reference: For the software utility and documentation for using BC with SQL Server 2000 visit the BC EVA Web site.

BC host agent for Linux

C++ library requirement

The BC host agent for Linux will not start following installation unless a C++ library is present on the host. To minimize disruption in operational environments, ensure that a C++ library is present on the host before installing the BC host agent.

Reference: For planning, refer to the BC Getting Started Guide, chapters 2 and 3 and the BC Network Administration Guide, chapter 3. For troubleshooting, refer to the BC Network Administration Guide chapter 8.

2. Hereafter referred to as BC Network Administration Guide.

BC host agents (multiple)

Non-English language support

In non-English environments, BC host agents may not operate properly unless the host OS language environment variable is properly set. To minimize disruption in operational environments, ensure that the variable is set before installing the host agent.

Reference: For OS-specific settings, refer to the language support entries in the BC Network Administration Guide, chapter 3.

BC Server (GUI)

GUI is accessed by browsing

The BC server GUI can only be accessed by browsing. Before installing the BC server, ensure that you have at least one computer with a supported browser/Java[®] Runtime Environment (JRE) combination available to access the BC server GUI.

Reference: For supported browser and JRE versions, refer to the BC Network Administration Guide, chapter 3.

Netscape Navigator is not supported

BC server version 2.3 does not support browsing from Netscape Navigator.

Reference: For supported browser and JRE versions, refer to the BC Network Administration Guide, chapter 3.

3. Java is a US trademark of Sun Microsystems, Inc.

HP StorageWorks JREserver Utility

The JREserver utility contains JREs that were tested with BC. HP recommends installing the JREserver package immediately before or after installing the BC server.

When the utility is installed, the BC server not only detects when a browsing computer does not have a supported JRE, but you can directly download a supported JRE via BC, without the having to access an external site.

Reference: For details, refer to the *HP StorageWorks JREserver 1.0 Installation Guide* (AA–RVHQA–TE).

Do not install the BC server and a host agent on the same computer

The BC server software and the BC host agent for Windows should not be installed on the same computer. This issue only impacts planning of configurations where Command View EVA (the EVA storage manager) is installed on a Windows computer that also performs application I/O with storage arrays, for example, a Windows computer running Exchange Server.

In this case, before you install the BC server, you must determine if your BC jobs will require interaction with the Windows computer.

If no BC job interaction is required, you can install the BC server on the computer (as no BC host agent is needed).

If BC job interaction is an operational requirement, then both Command View EVA and the BC server software should be installed elsewhere (allowing the BC host agent to be installed on the computer).

Reference: For BC server planning, refer to the BC Network Administration Guide, chapter 2. For requirements and support refer to chapter 3.

BC server configuration may affect performance

This issue only impacts planning of configurations where Command View EVA (the EVA storage manager) is installed on a Windows computer that also performs application I/O with storage arrays, for example, a Windows computer running Exchange Server.

In this case, before installing the BC server and host agents and creating BC jobs, HP recommends that you carefully consider the performance capabilities of the computer on which you plan to install the BC server.

Running the BC server software, Command View EVA, and major applications on the same Windows computer may reduce the performance of the individual products and the overall performance of the computer.

Reference: For BC server planning, refer to the BC Network Administration Guide, chapter 2. For requirements and support refer to chapter 3.

BC server configuration requires change to HSG Agent Options

This issue only applies when installing the BC server on a Windows computer and choosing Remote Access for the HSG Element Manager.

After installation, you must manually configure the remote HSG Element Manager to accept the BC server as a valid client, otherwise no MA/EMA arrays will be accessible to the BC server.

Reference: For the procedure, refer to the BC Network Administration Guide, chapter 6 or the BC Online Help & User Guide.

General Issues

The following are general issues that you should be aware of before installing the BC server and host agents. These are typical issues in a BC environment and are addressed in detail in the referenced BC document.

Component versions are critical to BC operation

For the BC server and host agents to successfully interoperate with the many components in a BC environment, it is critical that each prerequisite component be a supported version. Some typical prerequisite components for which product versioning is critical include:

Storage arrays

- Storage array firmware
- Storage management software
- Storage management servers
- Storage management appliances

Hosts

- Array I/O platform software
- Array I/O multipath software
- Operating systems
- Logical volume managers
- Clustering software
- HBA/FBAs
- Browsers and JREs
- Application software

Reference: For a summary of prerequisite components, refer to the BC Getting Started Guide, chapter 3. For tables of specific component versions, refer to the BC Network Administration Guide, chapter 3.

Installation sequence of software components

Installing software in an incorrect sequence can cause configuration or installation problems in a BC environment.

Reference: For a step by step overview of installing the BC server and host agents, refer to the BC Getting Started Guide, chapter 3.

BC Documentation

Locating Documentation

The Documentation CD-ROM includes the BC Online Help & User Guide (HTML files) and print-based documentation (PDF files). No printed documents are in the kit, other than the Read Me First.

On the HP Web site, print-based documents are contained in a zip file on the BC Drivers and Software page. They are also available as individual documents on the BC Technical Documentation page.

Reference: For a complete list of BC documentation, refer to the Related Documentation section of the BC Getting Started Guide.

Release Notes contain last-minute changes

For last minute information on this release of BC, refer to the Release Notes for the BC server and the Release Notes for each BC host agent.